



Defense Travel System

DTS CTO Orientation and Users Guide

DRAFT
Version 1.9

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Revision History

Date	Revision Number	Authorization	Revision/Change Description	Page, Section
07/24/2003	1.1	Rich Fabbre	Updated for Enhanced Jefferson Release Documents combined: CTO Training Guide, DTS CTO Quality Control Guide. Added four appendices (Sabre, Apollo, Worldspan, Amadeus) Revised with comments from PMO and updated to reflect current information.	All
08/21/03	1.2	Rich Fabbre	Revised with comments from PMO and removed four appendices for Sabre, Apollo, and Worldspan & Amadeus.	All
9/23/03	1.3	Rich Fabbre	Revised with comments from PMO	All
10/10/03	1.4	Rich Fabbre	Revised with comments from PMO Added new Section 3 on Security	All
11/17/03	1.5	Rich Fabbre	Revised with comments from PMO. Added Attachments A, B, and C Edited entire document	All
01/16/04	1.6	Rich Fabbre	Revised and included comments from PMO. Edited entire document.	All

4/15/04	1.7	Rich Fabbre	Revised with comments from CTOs and PMO. Added new Attachment B. Changed former Attachment B to Attachment C.	All
12/15/04	1.8	Rich Fabbre	Revised to include comments from PMO and CTOs.	All
1/7/05	1.9	Rich Fabbre	Revised to include comments from PMO.	All

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1 Introduction

The Defense Travel System (DTS) Commercial Travel Office (CTO) Orientation and Users Guide provides information to CTO personnel making travel arrangements for Department of Defense (DoD) travelers using the current release of DTS. This guide provides a high-level overview of the interaction between DTS and the CTO, and outlines the process that CTOs should use when processing Passenger Name Records (PNRs) received from DTS.

DTS incorporates DoD travel regulations and business rules, and checks and edits input to minimize the possibility of unauthorized travel choices. Travel administrators and managers also have desktop access to review, approve, or disapprove traveler plans early in the process, which saves considerable time and effort.

2 Overview of the Defense Travel System

DTS is a DoD-wide travel management system that allows travelers to use their laptop computers to review travel options, make travel arrangements that accommodate mission requirements, and electronically provide CTOs with their selections. Travelers access the Global Distribution Systems (GDSs) to review available airline, hotel, and rental car options, and select the reservations that best meet their needs. DTS converts traveler selections into PNR format and sends them through one of the GDSs to the CTO supporting the traveler. This saves time for the travel agents because most reservations book automatically (autobook). The DTS goal is to have 90 percent of reservations autobook. In summary, DTS provides the following benefits to travel agents:

- Provides automatic processing and booking of routine transactions.
- Allows travel agents to focus their expertise on travelers with challenging and unique requirements.
- Travelers are able to make their own flight, hotel, and car selections, and travel agents no longer have to wait for travelers' decisions.
- Provides profile and reservation data to CTOs electronically, and travel agents do not have to re-enter data in a GDS.

The DoD Program Management Office for DTS (PMO-DTS), and Northrop Grumman — the developer of DTS — consider CTOs to be a vital component of the DTS family. As we implement enhancements to DTS, we will update this guide to ensure CTOs have the most current information. This guide is available on the DTS website at www.defensetravel.osd.mil. Click on Documents & Downloads to view the latest version. Northrop Grumman will also send monthly bulletins to CTOs to announce system enhancements and to provide useful operational tips. Attachment A provides a glossary of DTS terms used in this guide. CTO comments about DTS are always welcome.

3 Reservation Process

User/Traveler

- Logs on with PKI Cert
- Selects air, hotel, rental car
- Digitally signs trip document

CTO

- Checks the Itinerary, confirms it was booked accurately per comments
- Finalizes the reservations

AO

- Receives E-Mail notification
- Reviews the Authorization
- Digitally signs the authorization, or
- Returns to user/traveler for changes

CTO

Issues the ticket

4 Passenger Name Record (PNR) Processing

When a traveler using DTS signs a Travel Authorization, DTS creates a PNR with the traveler's choice of air, hotel, and/or car rental segments and comments. DTS then places the PNR on the CTO's designated Inbound Queue.

Note: DTS documents every DTS PNR with comments on traveler selections.

4.1 PNR Processing – Remark Qualifiers

DTS uses the following qualifiers for inbound/outbound comments:

Segment	Inbound Comments (from DTS to CTO)	Outbound Comments (from CTO to DTS)
Air/Rail	W	W
Car	X	D
Hotel	Y	G

4.1.1 Example: DTS-created PNR

1.1MARCH/JULE

1 DL2521Y 17MAY BOSTPA HK1 705A 1010A /DCDL*P10D06 /E
 2 CAR ZD 17MAY HK1 TPA/19MAY/CCAR/ARR-1000A/CD-T7 /DCZD
 88300/RET-0930A/RG-USD22.00 UNL DY XD22.00 UNL XH7.00 UNL/AP-
 USD67.42 UNL 2DY 0HR 23.00MC/BS-22972246/RC-5F/CF-46470942US0-
 3 HHL BW HK1 TPA IN17MAY M-OUT19MAY 2NT 54847 BW T /DCBW
 TAMPA 1A2DGOCA-1/ 59.00USD/AGT22972246/GVI4242424242
 424242EXP 01 07-MARCH/C04P/ARR-1010/DEP-1115/SI-CF-809607678-
 4 DL2534Y 19MAY TPABOS HK1 1115A 209P /DCDL*P10D06 /E
 5 OTH ZZ 15NOV M GK1 DTS/DEFENSE TRAVEL SYSTEM

4.1.2 Example: Flight-Related PNR Remarks

Note: We have included parenthetical remarks at the end of the PNR lines for clarification/explanation. These remarks are not actually part of the PNR.

52.W‡DOCUMENT NAME - JMTAMPAFL051704A01 (DTS document name)
 53.W‡- FLIGHT NUMBER DL2521 BOS-TPA ON 05/17/04 SEGMENT (Departure flight requested)
 54.W‡SEAT PREF 25D (Seat requested for departure flight)
 55.W‡- FLIGHT NUMBER DL2534 TPA-BOS ON 05/19/04 SEGMENT (Return flight requested)
 56.W‡ SEAT PREF 20C (Seat requested for return flight)
 57.W‡COMMENTS (If CTO assistance is requested the comments will display here)

4.1.3 Example: Hotel-Related PNR Remarks

59.Y‡TRIP PURPOSE INFORMATION MEETING (Trip purpose)
 60.Y‡LODGING SEGMENT 05/17/04 THRU 05/19/04 (Lodging Dates)
 61.Y‡BW54847 (GDS Property Code)
 62.Y‡PER DIEM RATE 95 / 43 (Per diem rate)
 63.Y‡DOUBLE BEDS SMOKHAIRDRYERCOFMKRIRO (Type of room)

4.1.4 Example: Car-Related PNR Remarks

64.X‡RENTAL SEGMENT ZDCCAR AT TPA 05/17/04 THRU 05/19/04 (Rental dates and size)
 65.X‡TRAV COMMENTS- (Special requests display here)
 66.X‡22.00 EXTRA HOUR 7.34 ESTIMATED TOTAL COST 57.42 (Cost)
 67.X‡UNLIMITED MILES/KILOMETERS

4.1.5 Example: Traveler's Profile Remarks

37.A†JULE.MARCH XXX.COM (Passenger email address)
 38.P†MO-03 (Passenger rank military officer O3)
 39.1234567 (Unit assigned)
 40.P†JULE MARCH/703-968-1000 (Passenger phone)
 41.12900 (Business address on lines 41-43)
 42.FEDERAL SYSTEMS PARK DR.
 43.FAIRFAX VA 22033
 44.P†1234 WILSON DR (Passenger home address lines 44-45)
 45.P†GAITHERSBURG MD 20877
 46.P†MAY WEST (Passenger emergency contact)
 47.P†123-654-6546-E (Emergency contact phone)
 48.703-968-1000-B (Passenger work phone)
 49.123-123-1234-H (Passenger home phone)
 50.S†FPML (Lines 50-52 are special needs requests)
 51.K†ALLERGIC TO SMOKE
 52.PLEASE MAKE SURE MY FREQUENT FLYER NUMBERS ARE INCLUDED
 53.CTO (Passenger organization)
 54.INFORMATION MEETING (Trip purpose)

4.2 PNR Processing – Exceptions

If DTS shows no availability, the user will request assistance; CTO intervention is required, as shown below.

4.2.1 Example: CTO Assistance Requested for Car Booking

28.X†- RENTAL SEGMENT 09/25/03 THRU 09/30/03
 29.X†TRAV COMMENTS- **TRAVELER REQUESTS ASSISTANCE IN**
 30.X†BOOKING A RENTAL CAR IN DETROITMI FROM 25-SEP-03 TO
 31.X†30-SEP-03. RESTRICTIONS

4.2.2 Example: CTO Assistance Required for Hotel Booking

1.TRIP PURPOSE INFORMATION MEETING
 2.LODGING SEGMENT 10-10-04 THRU 10-15-04
 3.- MILITARY LODGING MAY BE AVAILABLE IN
 4.- SCOTT AFB ILLINOIS
 5.REQUEST ASSISTANCE

6.-

7.PER DIEM RATE 60 - 31 TRAV COMMENTS- **TRAVELER**

8.REQUESTS ASSISTANCE IN BOOKING LODGING IN SCOTT

9.AFBIL FROM 10-OCT-04 TO 15-OCT-04.

4.2.3 Example: PNR Does Not Auto-Book

There are several reasons why all or part of a PNR does not autobook. This can happen, for example, when a traveler signs the authorization long after the traveler requested availability, or the traveler does not have an Individually Billed Account (IBA) or personal credit card to guarantee the hotel or special car request. If the Air, Hotel, and Car segments are not in the PNR, it means these segments have not autobooked, and CTO intervention is required. The CTO must review the PNR comments associated with the Air, Hotel, and Car segments to determine what the traveler requested. An example is shown below:

1.1MARSH/KENNY (Empty PNR)

1 OTH ZZ 25NOV Q GK1 DTS/DEFENSE TRAVEL SYSTEM

TKT/TIME LIMIT

52.W‡DOCUMENT NAME - JMTAMPAFL051704A01

53.W‡- FLIGHT NUMBER DL2521 BOS-TPA ON 05/17/04 SEGMENT (CTO will book this flight)

54.W‡SEAT PREF 25D (CTO will request this seat assignment)

55.W‡- FLIGHT NUMBER DL2534 TPA-BOS ON 05/19/04 SEGMENT (CTO will book this flight)

56.W‡ SEAT PREF 20C (CTO will request this seat assignment)

4.3 PNR Processing – Southwest Airlines Flights

Southwest Airlines does not have interline agreements with other airlines. Therefore, DTS will create a separate PNR for the Southwest Airlines segments; this will make the ticketing process easier. DTS cross-references the two PNRs by inserting an **R** remark in the PNR, as in the example below:

R 1 of 2 PNR

R 2 of 2 PNR SDRWER

After completing the quality control check on the two PNRs, the CTO must place **both** PNRs on the Outbound Queue within 1 hour of each other in order for DTS to complete the process. If both PNRs are not queued back, DTS will not process the document. The DTS document will remain in CTO SUBMIT status until both PNRs have been queued back and swept by DTS.

DTS processes Southwest Airlines requests for each of the GDSs as shown below:

- **Amadeus** — Southwest Airlines flight segments are booked in Holding Numbered (HN) status. DTS will send comments in the PNR under the W qualifier that include the specific Southwest Airlines flight information selected by the traveler. The CTO follows the current agency practice of contacting the Southwest Airlines reservation office directly, and placing the reservation data in the PNR.

Example - Amadeus

2 WN 934 Y 19MAY 3 BWISAN HN1 0730 1140
 3 MIS 1A HK1 TRW 26AUG-**DEFENSE TRAVEL SYSTEMS**
 48 RMW - FLIGHT NUMBER WN0934 BWI-SAN ON 05/19/04 SEGMENT
 49 RMW COMMENTS
 50 RMW TRAV COMMENTS-SEAT PREFERENCE AISLE
 51 RMW SS WN0934Y19MAYBWISANN1

- **Apollo** — Southwest Airlines flight segments will be booked in No Operation (NO) status. DTS will send comments in the PNR under the W qualifier that include the specific Southwest Airlines flight information selected by the traveler. The CTO follows the current agency practice of contacting the Southwest Airlines reservation office directly, and placing the reservation data in the PNR.

Example - Apollo

1 WN1734Y 14JUL SLCSEA NO1 1025A 1215P WE
 45 W/- FLIGHT NUMBER WN1734 SLC-SEA ON 07/14/04 SEGMENT
 46 W/COMMENTS
 47 W/TRAV COMMENTS-SEAT PREFERENCE AISLE

- **Sabre** — DTS autobooks Southwest Airlines flight segments.

Example - Sabre

1 WN2351Y 27JUN S JAXBWI HK1 1125A 110P
 27.W‡- FLIGHT NUMBER WN2351 JAX-BWI ON 06-27-04 SEGMENT
 28.W‡COMMENTS
 29.W‡TRAV COMMENTS- SEAT PREFERENCE AISLE

CTO needs to perform the steps below, in order for DTS to capture the Southwest Airline ticket number

- CTO confirms the Southwest reservation
 - CTO sends PNR back to the outbound queue
 - DTS applies ticketing date
 - CTO initiates Southwest ticket via local business rules
 - CTO issues Southwest ticket (do not place on outbound queue)
 - CTO places the PNR on the outbound queue only after the HAC line has been appended with Southwest ticket data
- **Worldspan** — DTS will send comments in the PNR under the W qualifier that include the specific Southwest Airlines flight information selected by the traveler. The CTO follows the current agency practice of contacting the Southwest Airlines reservation office directly, and placing the reservation data in the PNR.

Example - Worldspan

1 ZZ OTS 24APR HK1 DTS/**DEFENSE TRAVEL SYSTEM**
14.FLIGHT NUMBER WN0826 LAX-SAT ON 10-26-04 SEGMENT
15.COMMENTS
16.TRAV COMMENTS- SEAT PREFERENCE AISLE

Note: The CTO *must* place both PNRs on Outbound Queue for DTS to capture the Southwest Airlines reservation data.

4.4 PNR PROCESSING –AMTRAK

DTS creates a PNR with a retention segment for Amtrak reservations and documents the PNR with the rail segments the traveler has selected. The comments are in the **W** remark field.

- The CTO will need to read the remark Ws
- CTO will need to book the requested rail segments in Amtrak
- CTO will store the fare
- CTO will queue the PNR to the Outbound Queue.

4.4.1 Example of DTS Amtrak Reservations

4.4.1.1 Amadeus

TBD (Currently the CTOs servicing DTS do not use Amadeus)

4.4.1.2 Apollo

1 TUR ZZ BK1 DTS 10JUL-/**DEFENSE TRAVEL SYSTEM**
18 W/DOCUMENT NAME - KRPHILADELPHI022105A01
19 W/- 01-11-05 451PM
20 W/REMARKS- CTO PLEASE ASSIST TRAVELER WITH RAIL
21 W/REQUEST FROM WAS - WASHINGTON DC AT 0820AM ON
22 W/21-FEB-05 TO PHL - PHILADELPHIA PA 30TH STREET
23 W/STATION AT 1015AM ON 21-FEB-05 TAKING AMTRAK ON
24 W/TRAIN NUMBER 0152.
25 W/- 01-11-05 451PM
26 W/REMARKS- CTO PLEASE ASSIST TRAVELER WITH RAIL
27 W/REQUEST FROM PHL - PHILADELPHIA PA 30TH STREET
28 W/STATION AT 0132PM ON 21-FEB-05 TO WAS - WASHINGTON

29 W/DC AT 0330PM ON 21-FEB-05 TAKING AMTRAK ON TRAIN

30 W/NUMBER 0157.

4.4.1.3 Sabre

1 OTH ZZ 10JUL S GK1 DTS/DEFENSE TRAVEL SYSTEM

8.W†DOCUMENT NAME - KRBRONXNAVALM021305A01

19.W†- 01-11-05 457PM

20.W†REMARKS- CTO PLEASE ASSIST TRAVELER WITH RAIL

21.W†REQUEST FROM NCR - NEW CARROLLTON MD AT 0741AM ON

22.W†13-FEB-05 TO NYP - NEW YORK CITY NY PENNSYLVANIA

23.W†STATION AT 1043AM ON 13-FEB-05 TAKING AMTRAK ON

24.W†TRAIN NUMBER 0054.

4.4.1.4 Worldspan

1 ZZ OTS 10JUL HK1 DTS/**DEFENSE TRAVEL SYSTEM**

MT- 1.RW

MW- 1.DOCUMENT NAME - KRMCKEESPORTN031305A01

2.01-11-05 512PM

3.REMARKS- CTO PLEASE ASSIST TRAVELER WITH RAIL

4.REQUEST FROM NYP - NEW YORK CITY NY PENNSYLVANIA

5.STATION AT 0805AM ON 13-MAR-05 TO PHL -

6.PHILADELPHIA PA 30TH STREET STATION AT 0929AM ON

7.13-MAR-05 TAKING AMTRAK ON TRAIN NUMBER 0153.

8.01-11-05 512PM

9.REMARKS- CTO PLEASE ASSIST TRAVELER WITH RAIL

10.REQUEST FROM NYP - NEW YORK CITY NY PENNSYLVANIA

11.STATION AT 1100AM ON 13-MAR-05 TO PHL -

12.PHILADELPHIA PA 30TH STREET STATION AT 1222PM ON

13.13-MAR-05 TAKING AMTRAK ON TRAIN NUMBER 0643.

4.5 Non-Interline Agreements

When an airline is not a participant in interline agreements or in GDS's, local CTO procedures must be followed.

5 Changes to PNR

5.1 Adjustments

An adjusted PNR is one in which the traveler used DTS to make changes after the original PNR was booked, but *before* it had AO approval (i.e., Adjustment is the status of the DTS Document). The changes made in DTS by the traveler will autobook and populate in the Inbound Queue. DTS documents the changes in the designated comments fields (Air, Car, Hotel) following the original remarks.

The CTO should:

- Perform the quality check
- Process the change(s), if necessary
- Place the PNR on the Outbound Queue

DTS sweeps the PNR from the Outbound Queue, updates the travel document, and routes it to the AO for approval.

5.2 Amendments

An amended PNR is one that was previously approved by the AO, has a ticketing date applied, and contains changes created by the traveler (i.e., Amendment is the status of the DTS document). The changes made in DTS by the traveler will autobook and populate in the Inbound Queue. DTS documents the changes in the designated comments fields (Air, Car, Hotel) following the original remarks.

If the CTO receives the PNR **before** the traveler departs, or **before** the ticket has been issued, the CTO should:

- Perform the quality check
- Process changes, if necessary, or book
- Place the PNR on the Outbound Queue

DTS will sweep the PNR back from the Outbound Queue, update the traveler's document, and route the document to the AO for approval.

If the CTO receives the PNR changes **after** the ticket has been issued, but **before** the travel starts, the CTO should:

- Perform the quality check
- Process the change normally or book
- Issue a new ticket, if necessary*
- Place the PNR on the Outbound Queue

DTS will sweep the PNR back from the Outbound Queue, and update the traveler's document.

*If the itinerary change requires the CTO to reissue the ticket, it must be reissued **after** AO approval. The CTO must process the original ticket for a refund.

5.3 Airline Schedule Changes

Use local CTO procedures to process the airline schedule change, then queue the PNR back to the Outbound Queue.

6 Queue Processing Procedures

CTOs typically have their own standard processing procedures for confirming travel reservations, processing PNRs, and working with their GDSs. DTS also requires specific queue processing procedures, which are explained in the following sections.

6.1 Inbound Queue

When the CTO receives a PNR from DTS on the designated Inbound Queue, the CTO should perform a quality check on that PNR, review the Air, Hotel, and Car comments, and return the PNR to DTS on the Outbound Queue. The CTO should process the inbound PNR in accordance with local business rules. DTS places four types of PNRs on the Inbound Queue:

- New PNRs
- Adjusted PNRs
- Amended PNRs
- Canceled reservations (traveler-removed segments)

6.2 Outbound Queue

After the CTO processes the PNR in accordance with local business rules, the CTO should place the PNR on the designated Outbound Queue.

The following items should be sent back to DTS on the Outbound Queue:

- New PNRs
- Adjusted PNRs
- Amended PNRs
- Ticketed PNRs
- Schedule Changes
- Cancelled PNRs
- After CTO Fees applied

6.3 Ticketing Queue

When the AO approves a trip, DTS will apply the ticketing date three (3) business days prior to departure, which places the PNR on the CTO's Ticketing Queue on the ticketing date. The ticketing date indicates that a trip has been **officially approved**.

6.4 Cancellation Queue

When the AO stamps a DTS travel document ‘CANCELLED’, DTS cancels all travel segments in the PNR and places the PNR on the Cancelled Queue. The CTO should:

- Refund unused tickets immediately
- Confirm that vendors have returned cancellation numbers for autobooked Car and Hotel segments
- Place the PNR on the Outbound Queue
- Call and cancel all manually booked Car and Hotel segments, and append the cancellation numbers in the appropriate designated Remarks section in the PNR.

6.5 Urgent Queue

DTS will place any *new* or modified PNRs that contain segments for travel within 72 hours of departure on the Urgent Queue for immediate attention.

7 Request for Changes to Travel After TDY Has Commenced

The traveler may contact the CTO to make travel changes while on TDY.

- CTO makes the requested changes
- CTO performs the Quality check, but **does not** place the PNR on the Outbound Queue
- CTO informs the traveler the PNR changes have been made and that the DTS voucher should be updated with the appropriate expenses after completing TDY.

Note: Once travel commences, the CTO SHOULD NOT PLACE THE PNR on the Outbound Queue.

8 DTS Tier 3 Help Desk

The DTS Tier 3 Help Desk is a comprehensive support program available to authorized users to report system issues and obtain solutions. CTO agents are encouraged to register as authorized callers. The CTO must report any issues with DTS to the DTS Tier 3 Help Desk. The DTS Tier 3 Help Desk is the only method DTS has to track and resolve issues.

You may contact the DTS Tier 3 Help Desk by using the following toll free telephone number, fax number, or email address.

Telephone	1-800-832-9007
Fax	1-703-968-2017
E-mail	DTSHelpDesk@ngc.com

To become an authorized caller you must register. Please complete the form provided in Attachment B and submit it by faxing the form to the fax number listed above or by emailing the document back to DTSHelpDesk@ngc.com. When calling the DTS Tier 3 Help Desk, include your name, address, telephone number, location, and agency.

8.1 Example of DTS Tier 3 Help Desk Exchange

Request:

Please check Amadeus PNR X3WNXL for Judy Smith traveling 06/10/04

Every Southwest PNR coming into our PNR Queue only displays a one-way flight, either the outbound leg or the return leg. When accessing RTRW we are able to see both flights requested, but I am curious as to why this keeps happening? Please advise. Thank you!

Susie Queue, ABC Travel, Camp Swampy VA 703-111-1234

Once the request is received, the Help Desk will send you an email response with a ticket number:

Response:

Incident Ticket # 20879 has been opened for you at the DTS Tier 3 Help Desk.

Open Date: 6/4/2004 9:58:35 AM

Client Name: Susie Queue, ABC Travel, Camp Swampy, VA 703-111-1234

Incident Description:

N - PMO reports Amadeus PNR X3WNXL and 2RP7PM states they only show one-way travel 100% of the time for Southwest request. CTO confirms that when accessing RTRW they are able to see both flights requested, but is curious as to why this keeps happening.

9 Local Business Rules

CTOs must follow local business rules and/or contract terms and conditions when processing reservations.

10 PNR Validation/CTO Orientation

Northrop Grumman validates that CTOs can receive, process, and return PNRs via DTS. The PMO-DTS will contact the CTOs to schedule the validation process with the CTOs and Northrop Grumman. In order to familiarize the CTOs with DTS, Northrop Grumman creates PNRs in DTS and processes them through the CTOs' GDS. Northrop Grumman reviews and discusses the PNRs with CTO personnel during the validation procedure. This process allows Northrop Grumman to answer technical questions relating to the processing of PNRs, and ensures that the CTOs understand how DTS processes PNRs.

11 Security

Security of data is of utmost importance to the Government, and security matters are taken seriously. The security configurations deployed within DTS and the Global Distribution System (GDSs) — specifically, Amadeus, Apollo, Sabre, and Worldspan — ensure proper access to DTS data in the GDSs. Commercial Travel Offices do not have authority to conduct or authorize penetration testing of government systems or connections to government systems. Pursuant to Title 18 U.S.C Section 1030, any fraud and related activity in relationship to computers; any known or suspected vulnerabilities; and/or any unauthorized attempts of penetration testing must be reported to the Contracting Officer and the Defense Travel System Program Management Office immediately upon discovery. Security is everyone's responsibility and we view it as a team effort.

We encourage CTOs to immediately contact the PMO-DTS with any concerns about DTS, especially those regarding security.

12 DTS Robo Demonstration of Traveler Requesting Authorization for Travel

The DTS Robo Demonstration offers a new and convenient way to view a desktop demonstration on how travelers use DTS to request authorization to travel. The demonstration takes approximately 10 minutes.

- Go to the DTS website: www.defensetravel.osd.mil
- Click the Training button
- Click on DTS Online Training
- Go to the DTS Demonstrations box
- Click on Launch – Create Authorization Demo

13 Frequently Asked Questions

Question	Answer
1. Can the CTO issue a ticket prior to the TAW date in the PNR?	The TAW date is the official authorization to issue the ticket. Therefore, as long as your local policy does not prohibit the issuance of the ticket prior to the 72 hours, the CTO can issue the ticket.
2. How does the CTO handle PNRs on the Cancellation Queue?	Cancelled PNRs are placed on the CTO Cancellation Queue. DTS will automatically cancel all segments autobooked by DTS. If a segment was manually booked by the CTO, the CTO will need to cancel these segments manually, add the cancellation numbers to the remarks section, and place the PNR on the Outbound Queue.
3. What do I do if the traveler calls the CTO with questions about DTS software?	Refer the traveler to the local Help Desk (Tier 2 Help Desk). PMO-DTS will provide the CTOs with the names and numbers of their LDTAs.
4. What do I do if I receive a PNR in my Inbound Queue without reservations?	Check the remarks in the PNR to determine if the traveler has comments or requests for action by the CTO. Check to see if the PNR has cancelled segments in the history, it could be a canceled reservation. Then, place the PNR on the Outbound Queue to be swept back to DTS.

Question	Answer
5. What do I do if PNRs have been in the Outbound Queue for an extended period of time (e.g., longer than 20 minutes)?	The Outbound Queue is polled every 15 minutes. You should report this to the Tier 3 Help Desk immediately.
6. What do I do if there is a PNR in my Inbound Queue that looks as though it has already been processed?	This may be a revised itinerary. Perform a quality check on the PNR for changes in the remarks history and send to the Outbound Queue.
7. Can I distribute DTS PNRs to other queues?	Yes, as long as you have performed a quality check and place the PNR in the Outbound Queue to update it in DTS.
8. What about schedule changes? Do I have to put the PNR in the Outbound Queue when I make a schedule change? Will it create an amendment?	Yes, you must put the PNR in the Outbound Queue to update it in DTS. The PNR will only need AO approval if the new PNR has a change in price or date. Yes, it will create an amendment.
9. After I have issued a ticket, does the PNR need to be queued back to DTS?	Yes, any changes to the PNR need to be queued back to DTS so the DTS document reflects the correct data from the PNR, except as noted below.
10. If a traveler has started travel and calls to change the return flight, do I queue the reservation back to DTS?	No, do not queue any PNR changes back to DTS after travel has started. Inform the traveler of any fare changes, and tell the traveler to update his/her voucher upon return.
11. What do I do when a ticket has been issued and the trip has been cancelled?	Process a refund immediately. Place the reservation in the Outbound Queue.
12. What do I do if a DTS PNR has Premium Class booked?	Refer to your local business rules. Premium Class travel requires special approval.
13. If a PNR is changed while on TDY and it requires a new ticket with an additional collection, how is the amount due handled?	Follow your local business rules.
14. When Southwest is booked in conjunction with another airline and DTS creates a separate PNR, are these PNRs cross-referenced?	Yes, the PNRs are cross-referenced. The first PNR will have 1 or 2 in the R remarks. The second PNR will have an R remark indicating: 2 of 2 PNR SDF123 (record locator of the first PNR).
15. What do I do when a blank PNR appears in my Outbound Queue?	Check the PNR History to see if the PNR was cancelled by DTS: If the PNR was cancelled and a ticket was issued, process the refund and place the reservation on the Outbound Queue. If the PNR was not cancelled, check the remarks and book the traveler's request.

ATTACHMENT A

Glossary of DTS Terms

Attachment A – Glossary of DTS Terms

Term	DEFINITION
AO	Authorizing Official, the person(s) designated in DTS to approve travel.
Autobooking	The booking of traveler requests (air, car rental, and hotel) without CTO intervention. This includes remarks that can be processed by the travel supplier. When autobooking is not successful, traveler selections are sent with the original request data in the appropriate comments field of the PNR so the CTO can manually book the selections.
CTO ADJUSTED	The document history stamp in DTS indicating that a PNR has been changed prior to the DTS document's approval.
CTO AMENDMENT	The document history stamp in DTS indicating that a PNR has been changed after the DTS document's approval.
CTO BOOKED	The document history stamp in DTS indicating that a PNR has been swept from the GDS Outbound Queue and returned to DTS for processing.
CTO CANCELLED	The document history stamp in DTS indicating that a PNR has been cancelled and queued back to DTS by the CTO.
CTO SUBMIT	The document history stamp in DTS indicating that a PNR has been sent to the GDS Inbound Queue. This stamp is applied immediately after a document is signed.
CTO TICKETED	The document history stamp in DTS indicating that a PNR has been ticketed and returned to DTS.
Global Distribution Systems (GDSs)	The commercial reservation systems used by travel agents to research flights, hotels, and other travel information, and to make bookings on behalf of a traveler. DTS currently interfaces with the following GDSs: Sabre, Apollo, Worldspan, and Amadeus.
Help Desk Tier 1: User Self-Support	Tier 1 provides self-support, and is used by travelers, the Defense Travel Administrator (DTA), and the AO. Tier 1 is available on the defensetravel.osd.mil website. It also provides access to local Tier 2 help desk support.
Help Desk Tier 2: Site DTA	Tier 2 is the site's local help desk. The local DTA or other designated personnel assist the user through this tier.
Help Desk Tier 3: DTS Help Desk	Tier 3 is the help desk operated by the Northrop Grumman DTS team. Only authorized callers have access to the Tier 3 help desk.

ATTACHMENT B

GDS Specific Formats

Attachment B – GDS Specific Formats

Amadeus

When a PNR is received in the Inbound Queue, the CTO should:

RTI To display itinerary
RTK Display Ticketing date (check if ticketing date has been applied to indicate Approved)
RTG Display Seat Assignments
RTRR Cross Reference Line
RTRW Document Name/Flight Related Remarks
RTRY Trip Purpose/Lodging Request/Lodging Comments
RTRX Car Request/Car Remarks
RTRP Passenger information

To send remarks back to the AO or the traveler:

RMG/ Hotel requested sold out/hotel cancel no 1234567
RMD/ Non Smoking car booked per your request
RMW/ Changed govt fare from YCA to HCA savings of \$25

Car manual segment (Mandatory format):

CUETHK1WAS10AUG-12AUGCCAR/CF-123123123

Hotel manual segment (Mandatory format):

HUMC1WAS10AUG-12AUG/CF-123123123

Rail

TBD (Currently the CTOs servicing DTS do not use Amadeus)

Split Ticketing DO NOT RESTORE THE FARE BY SEGMENTS:

If the itinerary auto prices, it is not necessary to store the fares for the split tickets.

Issue eticket with MCO fee for the second and third segments:

TTP/TTM/INVJ/XE1/VDL/RT/R,*PTC/S2,3

Issue eticket for the fourth and fifth legs

TTP/INVJ/XE1/VAA/RT/R,*PTC/S4,5

CTO Fees

TBD (Currently, the CTOs servicing DTS do not use Amadeus)

DRAFT

Apollo

When a PNR is received in the Inbound Queue, the CTO should:

- *I Displays Itinerary
- *T Display Fare/TAW Line (check if ticketing date has been applied to indicate Approved)
- 9D Display Seat Assignments
- *PRW Display document Name/Flight Related Remarks
- *PRR Display Cross Reference Line (e.g., 1 of 1 PNR)
- *PRY Display Trip Purpose/Lodging Request/Lodging Comments
- *PRX Display Car Request/Car Remarks

To send remarks back to the AO or the traveler:

- []:5G/ Hotel requested sold out
- []:5D/ Non Smoking car booked per your request
- []:5W/ Changed from YCA to HCA savings of \$125

Hotel Segments

0HTLZZBK1WAS10AUG-OUT12AUG/W-MARRIOTT[]101 MAIN
STREET[]ARLINGTON[]VA[]12345[]800-555-1212**1 KING BED 29.00USD**/CF-
12345678

Car Segment

0CARETBK1WAS10AUG-12AUGCCAR/** you can type up to 43 freeform characters**/RT-
USD29.00DY-UNL FM XD30.00XH15.00/CF-123456

Rail Manual (Manual Fare via Mask Document)

DTS requires the format below. DTS separates the Passenger Facility Charges (code XF) from the rest of the other taxes, so the fill in mask must be used.

Using the format HHPR brings up the mask and the following is displayed on the first screen.

Apollo Format: HHPR

Apollo Response:

NME PHAM/THANH

X CTY CR FLT/CLS DATE TIME ST F/B VALUE NVB NVA

. BWI WN 2663 Y 12JAN 635A OK·Y**CABWI**... **9581**.....

. TPA VOID

. .. VOID

. .. VOID

. ... FARE·USD·**95.81**... DO TAXES APPLY?·**Y**

EQUIV FARE·..... COMM·..... F CONST·..

TD 1/..... 2/..... 3/..... 4/..... INT·. MREC 01/01

·PSGR 01/01

·BOOK 01/01

Some of the information pre-populates from the PNR. The areas in red are the fields that must be completed. The VALUE and FARE are the base fare amounts. Tabbing moves through the screens. Once these areas are filled in, tab to BOOK and hit Enter to view the following screen.

TA TAX BREAKDOWN SCREEN

FARE USD **95.81** TTL USD ROE

T1 ·**12.89·US** T2 ·**4.50**.....**XF**.. T3 T4

T5 T6 T7 T8

T9 T10..... T11..... T12.....

T13..... T14..... T15..... T16.....

T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES

AIRPORT 1 ·**BWI**... AMT ·**4.50**..... AIRPORT 2 ... AMT

AIRPORT 3 ... AMT AIRPORT 4 ... AMT

For T1, add the US taxes and any other tax or applicable fee, except the Passenger Facility Charge since that will be broken out separately.

Apollo Format: HBT (use HBT for single passenger record)

Apollo Response: PRICING RECORD ADDED

Apollo Format: T:OK

This format enables ticketing

Then, receive and end the record

Split Ticketing DO NOT RESTORE THE FARE BY SEGMENTS:

T:\$B*GOV/S1‡2 Fares and stores the fare for the first two legs

T:\$B*GOV/S3‡4 Fares and stores the fare for the third and fourth legs

HB: Issue both tickets simultaneously

HHMCO – fill in mask Issue a CTO fee MCO

*HTE – tab to ticket number Display e-ticket data

CTO Fees (MCO CTO Fees)

Will be viewable in the *MPD format:

*MPD MISCELLANEOUS DOCUMENT LIST

	NAME	DOCUMENT NBR	ISSUED	AMOUNT
*MCO1·	ROBERTS/	8908145641274	28SEP04	7.00
*MCO2·	ROBERTS/	8908145641275	28SEP04	10.00
END OF DISPLAY				

Sabre

When a PNR is received in the Inbound Queue, the CTO should:

- *I Display Itinerary
- *T Display ticketing field (check if ticketing date has been applied to indicate Approved)
- *B Display Seat Assignments
- *R¥ Display Cross Reference Line
- *W¥ Display Document Name/Flight Related Remarks
- *Y¥ Display Trip Purpose/Lodging Request/Lodging Comments
- *X¥ Display Car Request/Car Remarks
- *P¥ Display Passenger information

To send remarks back to the AO or the traveler:

5G# Hotel requested sold out/hotel cancel nbr 1234567

5D# Non Smoking car booked per your request

5W# Changed govt fare from YCA to HCA savings of \$25

Hotel manual segment (Mandatory format):

0HHTAAGK1WASIN10AUG-OUT12AUG/MC MARRIOTT/GOVT/89.00USD/G/SI-[]101
MAIN STREET#ARLINGTON VIRGINIA 12345#FONE 800-555-1212/CF-12345678

Car manual segment (Mandatory format):

0CARETGK1WAS10AUG-12AUG/CCAR/RG-USD29.00 UNL DY/CF-123456

Rail manual segment format:

0RAL2VGK1MIAATL3AUG-LV-9A/AR-3P 4AUG/NA-TRAIN 66/SI-CF

WSM- \$/\$ Total \$ HLD Hold Date Manual Storing the Fare Format:

Use normal AMK formats to build Amtrak PNR in AMK. Manually store the fare; be sure to watch for the Hold Date when the E is used.

Split Ticketing DO NOT RESTORE THE FARE BY SEGMENTS:

FPPGVT¥XR¥AUAYKP0¥S1/2

Ticketing instructions for first two legs

FPPGVT¥XR¥AAAYKP0¥S3/4

Ticketing instructions for third and fourth legs

W¥

Issue ticket

WETR*T 13 digit ticket number

Display e-ticket data

Both FP lines (ticketing instructions) can be added to the PNR at once. After the W# (ticketing command) is used, a fill-in display will come up with the fare for the first FP line instructions. If the fare is correct, enter Y into the designated area; if it is not correct, enter N in the designated area and go back to the PNR.

Sabre will issue the first ticket and then the second display will come up for the second FP line instructions. Enter Y or N as needed. Then the invoicing can be done.

VERIFY TKT TTL USD 280.10 - WS TTL USD 552.50

TICKET? ENTER Y OR N<Y>

VERIFY TKT TTL USD 272.40 - WS TTL USD 552.50

TICKET? ENTER Y OR N<Y>

CTO Fees

Use MISC4‡N(name number)‡F (amount of service fee)

MISC4‡N1.1‡F25.00

DRAFT

Worldspan

When a PNR is received in the Inbound Queue, the CTO should:

- *I Display Itinerary
- *PI Display Fare (**Mandatory** if removed fare will not update in DTS)
- *TK Display Ticketing/TAW Line (if applied)
- *SS Display Seat Assignments
- *UW Display Document Name/Flight Related Remarks
- *UR Display Cross Reference Line (1 of 1 PNR)
- *UY Display Trip Purpose/Lodging Request/Lodging Comments
- *UX Display Car Request/Car Remarks

To send remarks back to the AO or the traveler:

- 5.G-Hotel requested sold out
- 5.D-Non Smoking car booked per your request
- 5.W-Changed govt fare from YCA to HCA savings of \$125

Hotel manual segment (Mandatory format):

HN@MK*SAT10AUG12AUG1/C-CZ/H-COMFORT SUITES/R-A2DGOV/SI-1002 S
LAREDO I-35\$SAN ANTONIO TEXAS 78204\$PHONE210-472-1002@/RG-USD8900/RD-
DELUXE ROOM/CF-123456

Car manual segment (Mandatory format):

CRN@MKORF05APR15APR/CAL/VCCAR/RT-USD 2499DY/CF-123456

Rail manual segment format:

TN2VMK1TRN08DEC09DEC/AN-TRAIN-2233WASNYP/TD-9A/TA-11A/DUE-
USDB60.00X10.00T70.00/CF-098

Split Ticketing DO NOT RESTORE THE FARE BY SEGMENTS:

- | | |
|------------------------------|--|
| 4-PI@ALL | Must remove PI lines first |
| 7@TAW/queue #/ticketing date | TAW has to be current date |
| 4P*S1/2 | Fares the first two legs |
| 4PQC | Stores the fare for the first two legs |
| 4P*S3/4 | Fares the third and fourth legs |
| EZE*#CAA#S1/2 etc. | Issues e-ticket for the first two legs |

4PQC	Stores the fare for the third and fourth legs
EZE*#CDL#S3/4 etc.	Issues e-ticket for the third and fourth legs
EZE*#CAA#SF5.00#S1/2	Issues e-ticket with a CTO fee
ETR 13 digit ticket number	Display e-ticket data

CTO Fees

Append the service fee to the EZ entry.

EZ#SF25

DRAFT

ATTACHMENT C

DTS Tier 3 Help Desk Registration Form



DTS Tier 3 Help Desk Registration Form

In order to access the DTS Tier 3 Help Desk (DTS T3HD), all DTAs/Authorized Callers must register with the DTS T3HD. Please fill out the requested information below and FAX or email this form to the DTS T3HD at (703) 968-2017 or DTSHelpDesk@ngc.com. You will receive an email notification confirming receipt and approval of your registration.

Primary Contact _____ Alternate Contact _____ CBA Contact _____ CTO Contact _____

First Name: _____

Last Name: _____

Email Address1: _____

Email Address2: _____

Mailing Address: _____

Phone: _____ FAX: _____

Service/Agency: _____

Site Name: _____

Organization(s): _____

Organizational Naming Sequence: _____

Service/Agency: _____

PMO Site Fielding Lead Name: _____

PMO Site Fielding Lead's Email Address: _____

To prevent any delay in support please notify the DTS T3HD immediately of any changes to the above information.

DTS Tier 3 Help Desk

Toll Free 800.832.9007

Local 703.968.1668

Fax 703.968.2017

Email: dtshelpdesk@ngc.com

Web: www.defensetravel.osd.mil

Hours of Operations: 0800 to 1700

(EST/EDT) Monday - Friday.